

# California Franchise Tax Board

STATE OF CALIFORNIA

## TAX PROGRAM SUPERVISOR

FRANCHISE TAX BOARD

PROMOTIONAL EXAMINATION- SPOT SACRAMENTO

### FRANCHISE TAX BOARD

PO Box 550

Sacramento CA 95812-0550

ATTN: Exam Unit, (916) 845-3608

Website: [www.ftb.ca.gov](http://www.ftb.ca.gov)

TDD is Telecommunications Device for the Deaf. California Relay Service:

From TDD phone (800) 735-2929

From Voice phone (800) 735-2922

Applicants should be aware that prior to employment with the Franchise Tax Board a background investigation will be conducted. The investigation will consist of completion of a questionnaire, fingerprinting, and inquiry to Department of Justice to disclose criminal records. Employment offers will be made prior to completion of the questionnaire. A commitment to hire will **not** be considered final until the background information has been reviewed and approved by the department.

### HOW TO APPLY

Applications are available and may be filed:

#### In Person:

Franchise Tax Board  
9646 Butterfield Way  
Sacramento Bldg., Exam Unit  
Sacramento, CA 95827

#### By Mail:

Franchise Tax Board  
ATTN: Exam Unit  
PO Box 550  
Sacramento, CA 95812-0550

**APPLICATIONS MUST CONTAIN ORIGINAL SIGNATURES**

**SUBMIT APPLICATIONS ONLY TO THE ADDRESS INDICATED ABOVE.**

**FINAL FILING DATE: September 30, 2009**

Applications (STD 678) must be **postmarked** no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will **not** be accepted for any reason. Applications are available at the State Personnel Board website home page at [www.spb.ca.gov](http://www.spb.ca.gov) or FTB's website at [www.ftb.ca.gov](http://www.ftb.ca.gov). If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

### EXAMINATION DATE

It is anticipated that interviews will be held November/December 2009. You will be contacted by mail with the specific date.

**Note: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.**

**SALARY RANGE: \$3101 - \$3771**

### WHO MAY APPLY

This is a departmental promotional examination for the Franchise Tax Board.

1. Applicants must have a permanent civil service appointment with the Franchise Tax Board as of the Final File Date, in order to participate in this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code § 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code § 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

**Applicants under item 4 must submit form DD214 along with their standard state application (STD 678). Veterans' preference points will not be granted in promotional examinations.** For applicants under items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete. **Under certain circumstances, former FTB employees may be allowed to compete under the provisions of Rule 235. (See General Information on reverse side).**

### ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Franchise Tax Board. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

### REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**Note: All applicants must meet the entrance requirements for this examination by the final filing date.**

Qualifying experience may be combined on a proportionate basis if requirements stated below include more than one pattern and are distinguished as "**Either**" I, "**or**" II, "**or**" III, etc. For example, competitor's possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

#### Either I

In the California state service, one year of experience in the Franchise Tax Board performing duties equivalent to those of a Tax Program Technician I, Franchise Tax Board, which provides knowledge of the regulations and policies governing the tax and non-tax programs of the Franchise Tax Board.

#### Or II

In the California state service, two years of experience in the Franchise Tax Board performing duties of a Tax Program Assistant, Range C.

#### Or III

Three years of experience in a governmental, financial or private organization in one or a combination of the following:

1. Extensive customer/public contact with primary responsibility for receiving, resolving or adjusting customer accounts, including the ability to resolve collection accounts and interpret technical or regulatory information; **OR**
2. Activities, which provide knowledge of the regulations and policies governing the tax and non-tax programs of the Franchise Tax Board.

(Experience in the California state service applied toward these requirements must include at least one year of experience performing a variety of work which provides knowledge of the various tax and non-tax programs administered by the Franchise Tax Board at a level equivalent to Tax Program Technician I, Franchise Tax Board, or supervising the work of a small group of employees.)

### POSITION DESCRIPTION

A Tax Program Supervisor, plans, organizes, and directs the work of varied and extensive processing and service units engaged in clerical- and technical-related activities. Incumbents may approve and review work or procedures and assist with making decisions on operational and personnel issues; coordinate the flow of work between units within the department; review, evaluate and make recommendations to policy and operating procedures; assist with defining budgetary needs, and evaluate employee performance and take/recommend actions.

**Interviews will be held in Sacramento only.**

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

**SEE REVERSE SIDE FOR ADDITIONAL INFORMATION**

TAX PROGRAM SUPERVISOR CX94-9589  
EXAM CODE: 9FT20

BULLETIN RELEASE DATE: SEPTEMBER 16, 2009  
FINAL FILING DATE: SEPTEMBER 30, 2009

## EXAMINATION INFORMATION

This examination will consist of a Qualifications Appraisal Panel Interview. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview.

### Qualifications Appraisal Panel – Weighted 100%

The examination will include a number of predetermined job-related questions. The first portion of the interview may consist of a structured exercise that tests the knowledge and abilities required to perform the work done by a Tax Program Supervisor. In addition, competitors should be prepared to answer questions related to the following areas:

#### EXAMINATION SCOPE:

##### Knowledge of:

1. Provisions of the rules, regulations, organization, and procedures of the Franchise Tax Board.
2. One or more program areas and applicable tax or non-tax laws.
3. One or more of the functions, applications or processes administered and performed by the Franchise Tax Board.
4. Current office methods, technologies, and equipment.
5. Grammar, simple mathematics, spelling, punctuation and modern English usage.
6. Principles of effective supervision.
7. Supervisory responsibilities under the State Employer/Employee Relations Act.
8. The Department's purposes, organization, activities and automated systems.
9. The Department's Equal Employment Opportunity Program objectives.
10. A supervisor's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.
11. A supervisor's role in planning, organizing, training and directing the work of subordinate staff.
12. The principles and practices of budgeting and personnel management.

##### Ability to:

1. Perform clerical and technical work.
2. Interpret, apply and explain provisions of governmental, tax or non-tax rules, regulations, and departmental procedures and policies.
3. Follow and give directions.
4. Evaluate situations quickly and accurately, and take effective action.
5. Review submitted data for completeness and appropriateness.
6. Learn to utilize personal computer/microcomputer systems and software applications in the performance of technical work.
7. Accurately and quickly enter data into a computerized database.
8. Use tact and good judgment in communicating with the public in person or over the phone.
9. Read and write English at a level required for successful job performance.
10. Recognize questions and situations outside the employee's area of responsibility or knowledge and refer these to appropriate sources.
11. Effectively contribute to the Department's equal employment opportunity objectives.
12. Write clear and comprehensive reports and communicate effectively and tactfully with all levels, internally and externally.
13. Train new employees and effectively plan, organize and supervise the work of others.
14. Review submitted data for completeness and appropriateness.
15. Direct the work of a group of employees through lead staff.
16. Modify established procedures and methods to meet changing needs.

**Veteran's Preference Credit** is not granted in promotional examinations.

**Career credits** will not be granted in this examination.

## GENERAL INFORMATION

**It is the candidate's responsibility** to contact the Franchise Tax Board, Exam Section, (916) 845-3608, three days prior to the written test date if he/she has not received his/her notice.

**For an examination** without a written feature it is the candidate's responsibility to contact the Franchise Tax Board, Exam Section, (916) 845-3608, three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview or performance test due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at the Franchise Tax Board, local offices of the Employment Development Department and the State Personnel Board office.

**If you meet the requirements** stated on the reverse, you may take this examination. Possession of the entrance requirement does not assure a place on the eligible list. All candidates will be ranked according to their scores.

**The Franchise Tax Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Rule 235:** An employee who has moved from one agency to another agency without a break in service may participate in the promotional examination for the agency from which that employee moved while employed under probationary status, limited-term appointment, or temporary authorization (TAU). If a promotional examination is being held for an agency to establish an employment list for an administrative, professional or technical class, an employee of another agency who is otherwise eligible may participate, if that employee had promotional eligibility in the designated agency at any time within three years of the date of the examination and has had no subsequent break in state service by resignation, non-disability retirement or removal for cause.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, an investigation may be made of employment records and personal history and fingerprinting may be required.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235 and 234.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the information counter of the State Personnel Board office.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.